

# **COS Email Templates**

Regret email communications may be sent to applicants through COS by first opening the requisition folder that they will be sent from and then confirming that applicants have been updated to a final HR status.

Update candidates who declined an interview to a final HR status of:

### • Interview Declined

Update candidates who did not show for an interview to a final HR status of:

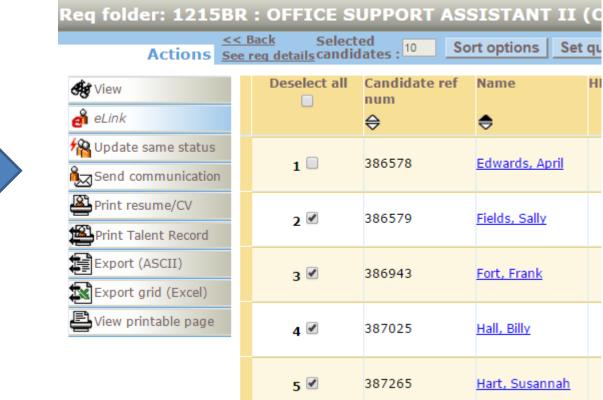
## • Interview - No Show

Update candidates who were actually interviewed but not selected for appointment to a final HR status of:

### • Interview - Considered

Only candidates at an HR status of *Interview – Considered* should be sent an agency regret communication.

Once the HR statuses have been finalized, select the candidate(s) that will be receiving the 'Agency Regret Email' communication, and then click on *Send communication* in the *Actions* column:





From the Send communication window, use the drop-down arrow or click on <u>Selection details</u> to find and select "Agency Regret Email (2015-10-13)" from the available Communications templates; then click 'Go':

Send communication			
	E-mail template	Agency Regret Email (2015-10-13)	<b>∨</b> Go
		et a	Selection details

Information from the requisition will populate all fields within the brackets [#... ] to include the following fields:

- First and Last name
- Requisition number
- Job title
- Date that the communication is sent.

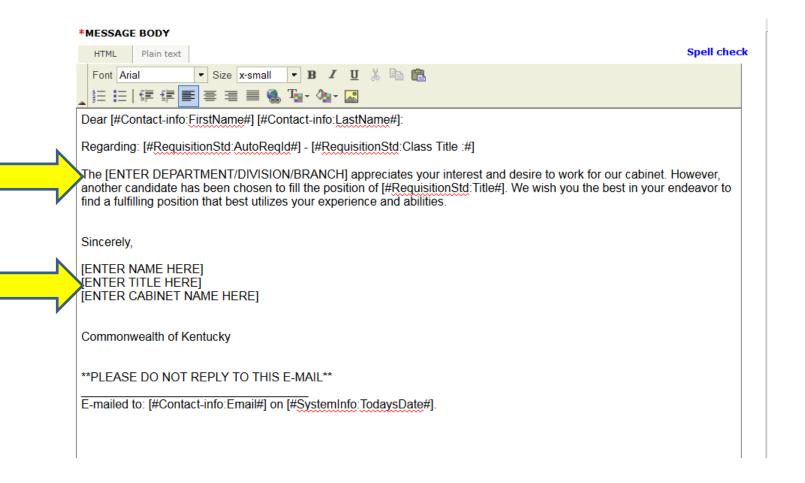
Agency personnel must add their own information by typing over these areas within the message body:

[ENTERDEPARTMENT/DIVISION/BRANCH]

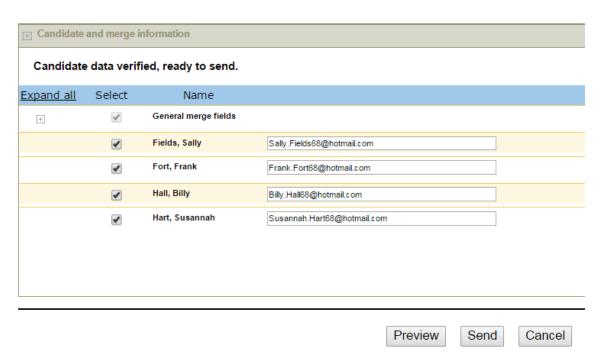
[ENTER NAME HERE]

[ENTER TITLE HERE]

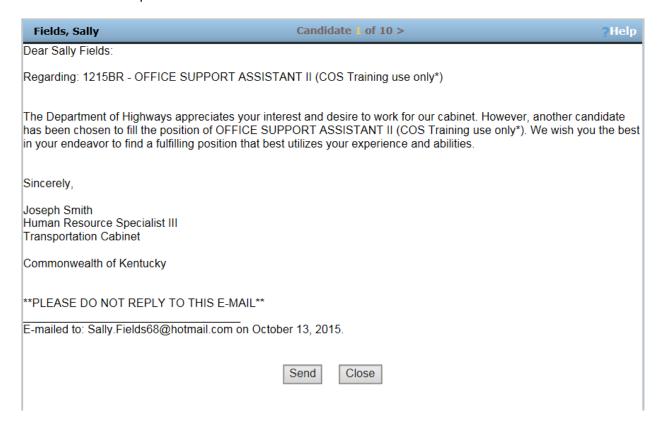
[ENTER CABINET NAME HERE]



Preview the email prior to sending the communication to confirm that the information being relayed is correct by clicking on the 'Preview' button:



This is what the recipient will read in the email:



Note: multiple email communications may be sent at one time and may be previewed by clicking on the arrow (>) after 'Candidate 1 of 10 >' as shown below:

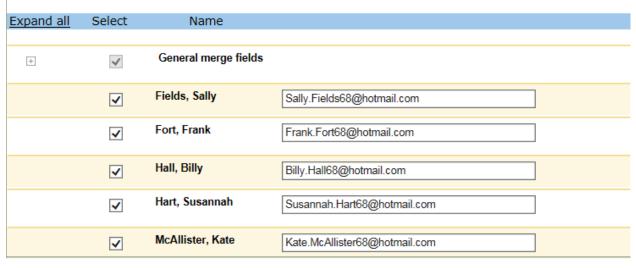




Once the preview has been confirmed, click Close.

Then from this view, click **Send**.

# Candidate data verified, ready to send.



Preview Send Cancel

You will then see a confirmation message:

The communications template "Agency Regret Email (2015-10-13)" has been sent to the following candidates:

Fields, Sally
Fort, Frank
Hall, Billy
Hart, Susannah
McAllister, Kate
Meeks, Mike
Mountjoy, Liz
Pope, Mary
Tabby, Darnell
Webb, Lois

The 'Communication History' will record all email communications sent within COS; this history is also visible on the Talent Record for each applicant.

**NOTE**: Agencies who choose to send their own agency regret letter outside of COS should have the HR Executive, or their designee, send an email to the Register Branch to indicate that a communication has been sent.

Please include the requisition number in the subject line of the email; multiple requisitions may be cited in the subject line.

Send to PERSRB@ky.gov

Again, final HR Statuses for those who were interviewed or offered an interview are as follows:

- Interview Declined
- Interview- Considered
- Interview No Show